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IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit: 2748

Examiner: A. Hoosain

In Re: Igor Neyman et al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/97
Subject: Improved Call Center Apparatus and Functionality
in Telephony

To the Commissioner of Patent and Trademarks
Washington, D.C. 20231

Dear Sir:

Amendment F

In the claims:

All of the claims standing for Examination in the above-referenced case are reproduced below.

sub F1

2. (Amended) A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a computer workstation coupled to the managing processor, the managing processor [having] storing a current set of routing rules specific to and